



PROMOTIONAL EXAMINATION FOR CALIFORNIA STATE EMPLOYEES

OFFICE ASSISTANT (GENERAL)

DEPARTMENTAL PROMOTIONAL FOR: CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

TESTING IS CONSIDERED CONTINUOUS AS DATES CAN BE SET AT ANY TIME.

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| POSITIONS EXIST | Various locations throughout the state. | |
| WHO SHOULD APPLY | Competition Limited To State Employees Only. Applicants must have a permanent civil service appointment with the <u>California Department of Social Services as of the final filing date</u> , in order to take this examination. (See General Information, Promotional Examinations Only, for exceptions to this requirement.) | |
| HOW TO APPLY | Applications (STD 678) are available and may be filed in person or by mail with the California Department of Social Services, Personnel Bureau, Examination Unit, 744 P Street, Sacramento, CA 95814 or mailed to the California Department of Social Services, Personnel Bureau, Examination Unit, P.O. Box 944243, Sacramento, CA 94244-2430. DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD. | |
| CROSS FILE - TWO CLASSES | If you meet the entrance requirements for this class and for the Office Assistant (Typing) , which has the same final filing date, you may file for both examinations on the same application. | |
| FINAL FILING DATE | FINAL FILING DATE: JANUARY 21, 2005 Applications (STD 678) must be POSTMARKED no later than the final filing date. Applications postmarked, personally delivered or received via interoffice mail after the final filing date <u>will not</u> be accepted for any reason. | |
| SPECIAL TESTING ARRANGEMENTS | If you have a disability and need special testing arrangements, mark the appropriate box in Part 2 of the "Examination Application". You will be contacted to make specific arrangements. | |
| REQUIRED IDENTIFICATION | NOTE: Accepted applicants are required to bring either a photo identification card or two forms of signed identification to each phase of the examination. | |
| SALARY RANGES | Range A - \$1938 - \$2354 Monthly | Range B - \$2130 - \$2588 Monthly |
| | Range A. This range shall apply to incumbents who do not meet the criteria for payment in Range B. | |

SEE REVERSE SIDE FOR ADDITIONAL INFORMATION

**SALARY RANGES
(Continued)**

Range B. This range shall apply to incumbents who have satisfactorily completed either:

1. One year of experience in California state service performing clerical duties at a level of responsibility equivalent to that of an Office Assistant (General), Range A; or
2. Experience: One year of clerical experience. [Academic education above the 12th grade may be substituted for one year of the required general experience on the basis of either (a) one year of general education being equivalent to three months of experience; or (b) one year of education of a business or commercial nature being equivalent to six months of experience.] and

Education: Either equivalent to completion of the 12th grade or completion of a business school curriculum; or completion of a clerical work experience training program such as those offered through the Welfare Reform Act. (One year of clerical work experience may be substituted for the required education.)

**ELIGIBLE LIST
INFORMATION**

Names of successful competitors are merged on the list in order of final scores regardless of date. Eligibility expires 12 months after it is established. A candidate may be tested only once during any 12 month period.

**REQUIREMENTS
FOR ADMITTANCE
TO THE
EXAMINATION**

NOTE: All applicants must meet the education and/or experience requirements for this examination by the final filing date. Your signature on your application indicates that you have read, understood, and possess the basic qualifications required.

Qualifying experience may be combined on a proportionate basis if the requirements stated below include more than one pattern and are distinguished as "Either" I, or II, etc. For example, candidates possessing qualifying experience amounting to 50% of the required time of Pattern I, and additional experience amounting to 50% of the required time of Pattern II, may be admitted to an examination as meeting 100% of the overall experience requirement.

**MINIMUM
QUALIFICATIONS****Either I**

One year of experience in the California state service performing the duties of an Assistant Clerk.

OR II

Education: Either equivalent to completion of the twelfth grade; or completion of a business school curriculum; or completion of a clerical work experience training program such as those offered through the Welfare Reform Act. (One year of clerical work experience may be substituted for the required education.)

**SPECIAL
PERSONAL
CHARACTERISTIC**

A demonstrated interest in assuming increasing responsibility.

**ADDITIONAL
DESIRABLE
QUALIFICATION**

Education equivalent to completion of the twelfth grade.

**POSITION
DESCRIPTION**

This is the entry trainee working level for this class series. Under close supervision as a trainee, incumbents regularly perform a limited range of duties that become routine, shortly after the initial training period; and/or learns to perform a variety of full journey level general clerical duties.

(CONTINUED ON NEXT PAGE)

**EXAMINATION
INFORMATION**

This examination will consist of a Qualifications Appraisal Interview only. The interview will include a number of predetermined job-related questions. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained in the interview. **COMPETITORS WHO DO NOT APPEAR FOR THE INTERVIEW WILL BE DISQUALIFIED.**

It is anticipated that interviews will be held in **March/April 2005**. Ordinarily, these are scheduled in Sacramento, Oakland, and Los Angeles. However, locations of interviews may be changed as conditions warrant.

QUALIFICATIONS APPRAISAL INTERVIEW - WEIGHTED 100%**Scope:****A. Ability to:**

1. Perform clerical work.
2. Spell correctly.
3. Use good English.
4. Make arithmetical computations.
5. Operate various office machines.
6. Follow directions.
7. Evaluate situations accurately and take effective action.
8. Read and write English at a level required for successful job performance.

**VETERANS
PREFERENCE**

Veterans preference credit will not be granted in this examination.

GENERAL INFORMATION

Americans with Disabilities Act, Title II: The California Department of Social Services (CDSS) is committed to a strong policy of equal employment opportunity. To this end, CDSS does not discriminate against or exclude any person from participating in the employment process, advancement, benefits of employment, or in the admission and access to programs or activities administered by CDSS on the basis of: race; color; national origin; ancestry; religion; creed; sex; marital status; sexual orientation; pregnancy; age; veteran status; political affiliation; or disability (including AIDS) as required by Title II of the Americans with Disabilities Act (ADA). Reasonable accommodations for qualified individuals with disabilities will be made available upon request.

It is the candidate's responsibility to contact the California Department of Social Services three days prior to the written test date if he/she has not received his/her notice.

For an examination without a written feature it is the candidate's responsibility to contact the California Department of Social Services, Personnel Bureau, at (916) 657-1762 or CALNET 437-1762 three weeks after the final filing date if he/she has not received a progress notice.

If a candidate's notice of oral interview or performance test fails to reach him/her prior to the day of the interview due to a verified postal error, he/she will be rescheduled upon written request.

Applications are available at State Personnel Board offices, local offices of the Employment Development Department and the Department noted on the front.

If you meet the requirements stated on the reverse, you may take this examination, which is competitive. Possession of the entrance requirement does not assure a place on the eligible list. Your performance in the examination described on the other side of this bulletin will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

(CONTINUED ON REVERSE SIDE)

GENERAL INFORMATION (CONTINUED)

The State Personnel Board reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

Examination Locations: When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. Ordinarily, oral interviews are scheduled in Sacramento, San Francisco, and Los Angeles. However, locations of interviews may be limited or extended as conditions warrant.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) subdivisional promotional, 2) departmental promotional, 3) multidepartmental promotional, 4) servicewide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in from one to four years unless otherwise stated on this bulletin.

Promotional Examinations Only: Competition is limited to employees who have a permanent civil service appointment. Under certain circumstances other employees (*i.e., former Department employees or current employees on TAU, T&D, and LT status*) may be allowed to compete under provisions of Rules 234, 235, and 235.2. State Personnel Board Rules 233, 234, 235, 235.2 and 237 contain provisions regarding civil service status and eligibility for promotional examinations. These rules may be reviewed at departmental personnel offices or at State Personnel Board offices.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgement, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required.

Criminal Record Clearance Information: Some positions, within various divisions of the California Department of Social Services, are subject to fingerprinting and criminal records check requirements. This check will be completed by the Department of Justice. Applicants will be notified during the hiring process if the position is affected by the criminal records clearance procedure. Criminal record clearance is a condition of employment in positions affected by this procedure.

Interview Scope: If an interview is conducted, in addition to the scope described on the other side of this bulletin, the panel will consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight will be given to the breadth and recency of pertinent experience and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her experience. Evaluation of a candidate's personal development will include consideration of his/her recognition of his/her own training needs; his/her plans for self-development; and the progress he/she has made in his/her efforts toward self-development.

High School Equivalence: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Educational Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES
744 P STREET
SACRAMENTO, CA 95814

If deaf or hearing impaired, call the California Relay Service - From TDD phones: 1-800-735-2929
From voice phones: 1-800-735-2922

TTY telephone number: Sacramento (916)653-5457; CALNET 453-5457

TTY is Telecommunications Typewriter and is reachable only from phones equipped with a TTY/TDD Device.